



WSCA/NASPO Contract Administration

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WSCA-NASPO COMPUTER CONTRACTS

BULLETIN NO. 14

Dell Product Fix Notice

Urgent Update - PowerEdge/PowerVault - Hard Disk Drive Timeout for Dell™ PowerEdge™ or PowerVault™ system that shipped in the period between December, 2005 and February, 2006.

During Dell's long life testing, our quality failure analysis indicated that a small number of the hard disk drives have a firmware bug that causes the drives to timeout.

Affected Dell Part Numbers:

FD457 – Model 8K036L0021451 - 36GB 15K 68 pin

CD809 –Model 8K036J002135E - 36GB 15K 80 pin

GD086 –Model 8K073L0041452 - 73GB 15K 68 pin

FD458 – Model 8K073J004135F - 73GB 15K 80 pin

YC953 – Model 8K147L0081653 - 146GB 15K 68 pin

GD088 - Model 8K147J008155G - 146GB 15K 80 pin

Under certain circumstances, the hard drives may report "offline" due to a timeout condition. If the drive is unable to complete commands, this may result in the controller reporting the hard disk drive "offline." The primary failure modes have been the hard disk drives failing to successfully rebuild and also the hard disk drives failing after a rebuild completed.

The firmware may be found at www.support.dell.com. Type "Blackbird" in the search field. Select and click the issue relating to "...hard drives going offline due to a time out condition." You will see instructions for downloading and installing the firmware update.

Or contact your Dell Contract representative for assistance.

If you have any questions, please e-mail them to one of us:

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